Important Information About Your Appointment

General Appointment Information

Gender Affirming Care Appointments

PrEP Prescription Appointments

General Appointment Information

Fees

Rainbow Care Clinic is a private billing clinic and fees apply to appointments. Bulk billing is not available. Medicare rebates apply for eligible patients. Fees are subject to change. Please be aware that if you are new to hormonal care, it will require at least two consultations before prescriptions can be provided. Payment is due at the time of the appointment. Rainbow Care Clinic out of pocket fees contribute to your **Extended Medicare Safety Net**. Rainbow Care Clinic is not a full service GP clinic. You will need to have a regular GP for your other primary health care needs.

Fees List

Cancellation and no-show fees

Appointments can be cancelled up to 24 hrs prior to your appointment. Cancellations within 24 hrs will incur at 50% cancellation fee. No-shows will be charged the full consultation fee. If you are unwell or are isolating at the time of your face to face appointment, please urgently reply to your confirmation text to change to a face to face appointment.

Face to face appointments

Face to face appointments are located @ 150 Churchill Avenue Sandy Bay (inside Churchill Avenue Medical Centre)

Please note Rainbow Care Clinic rents office space from Churchill Avenue Medical Centre but is a separate business. When you arrive please take a seat in the waiting room and advise Dr Holly you have arrived by replying 'here' to your confirmation text or email.

Please feel free to bring a family member or friend to your appointment if you would like a support person.

Telehealth appointments

Prior to your appointment you will receive a link via sms and/or email (please check your junk mail) with the link to the telehealth platform. If this is not functional for you, you will be called on your mobile phone. At the time of your appointment please ensure you are not driving or on public transport and are in a safe, quiet location with good internet service. You will be asked personal information so ensure you are in a location where you will not be overheard by someone you would not like to hear this information.

Gender Affirming Care Appointments

Dr Holly practices gender affirming care in accordance with the **2022 AUSPATH: Australian Informed Consent Standards of Care for Gender Affirming Hormone Therapy**. Separate mental health assessment is not required prior to treatment under the informed consent model but you must be over 18 and have the capacity to understand the risks and benefits of treatment. If you have conditions that impair your capacity to consent to treatment, Dr Holly will need to involve other members of your care team and/or any guardians.

Please be aware that everyone is unique and assessment time is highly variable depending on your individual circumstances and the complexity of your needs. If you have not been on hormonal care before, this process will take at least two separate long (45-60 mins) consultations.

Hormonal gender affirmation is a cooperative process and the purpose of these detailed assessment appointments is for Dr Holly to develop a therapeutic relationship of mutual trust and respect where you are the primary decision maker in your care. Dr Holly recognises that trans & gender diverse people are experts of their own experiences and needs. She follows a slow medicine approach, taking the time to get to know you and understand your needs so that she can develop, in collaboration with you, personalised, safe and effective medical gender affirming care plans.

Some individuals will have complex care needs that require non-GP specialist, such as an endocrinologist, psychologist, or other specialist input. Dr Holly will discuss this with you at your appointment and arrange referral if necessary. If you already see a non-GP specialist for other health care needs please bring their contact details to your appointment so Dr Holly can include them in correspondence.

PrEP Prescription Appointments

Dr Holly is a provider of pre-exposure prophylaxis medication (PrEP) for the prevention of HIV in those who are at risk of exposure. These medications can be prescribed as part of gender affirming care but may require a separate initial appointment. PrEP prescriptions require regular follow-up and sexual health testing.

Rainbow Care Clinic acknowledges the palawa people, the enduring custodians of lutruwita/Tasmania. It always was, and it always will be Aboriginal Land.